

# Wellness Corporate Solutions (WCS)

Filling shifts more efficiently helped WCS grow their client base over 10X

## Summary

Wellness Corporate Solutions (WCS) provides health screenings, health coaching, flu vaccines, and comprehensive employee wellness programs to clients ranging from small law firms to Fortune 100 companies. WCS staffs a nationwide network of highly skilled, mobile healthcare professionals

Until recently WCS support staff used manual processes such as calendars and spreadsheets to do everything from manage recruiting and schedule creation to tracking certifications and time-off requests. To reduce labor costs, WCS turned to highly configurable employee scheduling technology to give them a personalized solution with no maintenance needs, and at a fraction of the cost of building a custom software solution.

**8,400**

hourly staff

**\$107k**

yearly savings

**500+**

clients

**11X**

client growth

## Challenge

WCS delivers employee wellness services ranging from drop-in flu vaccine clinics to multi-month campaigns in which WCS staff are onsite daily conducting health education and health screenings, including checking BMI, blood pressure, lipid and blood glucose levels, and more.

To staff these events, WCS employs 8,400+ trained and certified healthcare specialists across the nation, including nurses, dietitians, biometric and venipuncture screeners, and diabetes educators, as well as registration coordinators, event leads, and other support staff. Creating schedules for these workers requires cross-checking skills, credentials, and availability against multiple locations and events. Manual tools made it difficult to optimize schedules with so many variables.

Originally, WCS used calendars and spreadsheet-based tools to create their worker schedules, which forced them to employ additional full-time staff to manage inefficiencies:

- One position to manage employee documentation and ensure credentials
- One position to manage the schedule across multiple spreadsheets
- One position to communicate schedule changes to workers

*“Thinking back to our business before Shiftboard, I can’t believe we did it any other way. We’ve become so much more efficient in countless ways.”*

**Ashley Silbert**

*Sr. Manager of Talent Acquisition*

## Results

Increased client base by 11x

Eliminated the need for 3 full-time positions saving \$107k annually

Streamlined application and registration process

Simplified certification tracking for healthcare workers



WCS employs 8,400+ trained and certified healthcare professionals to provide biometric screenings, health coaching, and comprehensive employee wellness programming for public- and private-sector clients, including Fortune 100 companies

*“With Shiftboard, our coordinators not only have the capacity to manage more events, but also give more attention than ever to each client’s specific needs.”*

**Ashley Silbert**

*Sr. Manager of Talent Acquisition*

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## **Solution**

Before adopting Shiftboard, WCS looked into making their own in-house scheduling application, but quickly discovered it would be exceedingly expensive to build and maintain custom software. Shiftboard’s flexibility provided WCS with an affordable, configurable solution with many benefits:

**Reduced Labor Costs** WCS previously employed three full-time hourly workers to manually track documents, create schedules, and communicate schedule changes to their workforce. By using Shiftboard for scheduling and communications, WCS was able to save over \$107k annually in labor costs.

**Increased Revenue** WCS had historically stored scheduling information across multiple spreadsheets, and the inefficient process limited the number of active clients WCS could take on at one time. With Shiftboard, there are no limits on the number of clients, employees, locations, or placements that can be tracked and incorporated into a schedule. As a result, WCS has grown their client base by over 11x.

**Better Communication** Previously, WCS support staff relied on one-off conversations and outreach to manage day-of logistics. Now, they can schedule healthcare workers on the day of the event, providing a seamless communication tool for their candidates, recruiters, and clients.

**Easier Last-Minute Changes** By storing their workforce information in central database, it’s easy to find highly qualified candidates at a moment’s notice. Shiftboard allows WCS to easily sort their workforce roster to quickly fill placements with appropriately trained, local staff. Once the correct person is identified, WCS can now also automatically send a message containing all of the pertinent details.

**More Efficient Scheduling** Manual processes made scheduling cumbersome and inflexible. WCS can now send out notifications for open placements, and allows workers to pick up shifts based on rules set by administrators.

For example, employees can cancel a shift two weeks in advance without management involvement. When a worker turns down a placement, an automatic message goes out to the local qualified candidates alerting them that a new shift is available. Before Shiftboard, WCS had a dedicated employee manually broadcasting placement changes.

**Certification Tracking** WCS is legally required to track healthcare worker credentials and certifications, such as RNs and CPNs. With Shiftboard certifications are tracked and verified within each worker’s Shiftboard Profile, which provides easy access to all worker data, including certifications, experience, and performance data. WCS recruiters can easily pull reports to check certification expiration dates, and also use Shiftboard to remind workers when they need to renew. It’s now easier than ever for WCS to make sure that all staff meets their strict standards.

**Consolidated Data** Before Shiftboard, WCS information was spread across multiple tools, making it cumbersome for recruiters, data analysts, and trainers to find information. With Shiftboard, all systems and data have been integrated into a single source of information and communication.

**Application and Registration** WCS has seven job types that need to remain filled, so they are constantly recruiting for these positions. The process involves posting the job descriptions online, filtering applications, followed by conducting interviews. By tracking open positions, applicants, and onboarding documents, Shiftboard streamlines the application and registration process.